

Minnesota Office of Continuous Improvement

Fiscal Year 2016 Year in Review



We improve state government services every day by solving problems that change lives for Minnesotans. Our work builds and supports the continuous improvement (CI) culture, capacity, and results enterprise-wide and for the 24 cabinet-level state agencies to make government services efficient and effective.

Our success is measured by the success of our customers. We focus on agency goals and a positive return on investment (ROI) with each engagement.

CULTURE

Management Training

Taught 412 managers and supervisors how to create the conditions for CI in their teams. This training reached managers and supervisors at 23 of 24 cabinet agencies.

Increased Agency Engagement

Nearly universal cabinet participation on the CI Advisory Council. From half of agencies in FY 15 to 23 of 24 agencies in FY 16.

CAPACITY

Foundational Training

Trained 371 state agency staff and 172 local government and higher education partners in CI tools and methods.

Team

Transformed the team with 75% new staff and a Six Sigma Black Belt certification.

RESULTS

CI Index

Conducted comprehensive survey of all cabinet agencies to assess culture across the enterprise. Follow up activities with agencies continue to generate new engagement and improvements.

Governor's Awards

Received 30 nominations for the 2015 Governor's CI awards. The four winning projects improved public safety (bridge inspections with drones and reducing the use of antipsychotic medications) and transparency (providing better access to vital records data and pollution control data) in addition to efficiency and employee engagement.

Training new hires

Preparing for the next Better Government CI survey (Fall 2017)

Solving enterprise-wide problems

2017

Our 10th year is poised to be our best ever; we look forward to hearing how we can help you solve problems that change lives.

August 24, 2016